

Ideas Generated: Training



MEGAFI\$BOT

An interactive training tool that teaches users the big picture, downstream impacts, and cross-module end-to-end business processes



FI\$Click: Training in a Click

Comprehensive video library covering specific topics, job aids, and non-“happy path” processes, including the opportunity to provide feedback on the video content at the end; also, a 1:1 chat for questions



Job Aids 2.0 for Dummies and Geniuses Alike

Updated Job aids that are easily searchable, informative, efficient, and better organized, including a table of contents and FAQ for each



FI\$Cal Wiki Ambassador

Wiki page moderated by FI\$Cal where end users post questions and department-provided Wiki Ambassadors post resolutions; this resource is enabled by completion of a FI\$Cal certification

Ideas Generated: Training, Continued



FI\$Cal Online Forum (FOF)

Online forum where end users post questions, departments provide answers and FI\$Cal monitors and reviews answers



FI\$Cal Self-Help Training Center

Centralized, intuitive, one-stop shop for FI\$Cal learning materials, including end-to-end business process movies, training videos, job aids, FAQs, and a ticket resolution search; also, a collaborative tool to promote and engage cross-department collaboration



Streamlined Communications

Roundtable discussions to create new understandings between departments and control agencies related to FI\$Cal capabilities and department needs; also, single website resource, expanded FI\$Cal support staff, module-specific FSC email accounts, department-specific notifications, and system and process improvements



FI\$Cal Circuit Report

Regular email report with information about common questions and issues, as well as the FI\$Cal standard answer or resolution

Ideas Generated: Customer Service



The Tesla Template (3)

Standardize template for ticket submission and response



Super Heroes

Fully dedicated, department-provided resource at each department to offer onsite FI\$Cal support at their location; this resource is enabled by completion of a FI\$Cal bootcamp certification



FI\$Chat

Option that allows users to access FI\$Cal Subject Matter Expert (SME) directly via phone or chat



Customer Service Help Options

Comprehensive customer service help options similar to Amazon, including live chat, access to Subject Matter Experts (SMEs), phone service, status tracking, weekly ticket status email, and an overall customer account accessible to the end user



FI\$Cal Familiarity Account Manager (FAM)

Fully dedicated, FI\$Cal-provided representative and a half-time department-provided resource for each department to collaborate together to ensure individual, customized support for every department and their needs

Ideas Generated: System Enhancements



Delegated Authority

Provide departments with more functionality that they control, including internal processes for control, internal maintenance teams, and regular audits



From Beast to Beauty

Make FI\$Cal more visually appealing and user friendly by revamping the user interface, improving data entry, optimizing highly used pages, and adding fixing important reports



Consolidated Error Resolution Screen

Single screen to display and resolve all errors across the system, including links to sources and possible resolutions



Imagine a Playground

BU-specific “sandbox” environment that replicates production to train end users and test “what-if” scenarios



Reports To Go

Dedicated page to find, understand, and use FI\$Cal-generated reports

Ideas Generated: System Enhancements, Continued



User Data Input Automation Across Modules

Recording the majority of information on a single screen and then creating a link between modules that carries the information and attachments across modules (e.g., POs to receipts, receipts to vouchers); also, add a field on the voucher to flag if reimbursable and automatically generate AR / reimbursement / invoice for the flagged reimbursable vouchers



“Working” Contract Shell

Single-screen, working contract shell that encumbers and can be invoiced, received, and paid against



Alt Account is Everything (KK)

Permanent placeholder in Commitment Control (KK) for Alt Account so that users do not need to go to submodules to get the Alt Account



FI\$Cal Coding Shortcuts

Shortcuts to populate chartfields which are configured and maintained by departments